



PRIMAVERA

**Connecting Value Chain Planning and P6 EPPM
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Contents

Overview	5
Setting Up the Integration Environment	7
Integration Prerequisites	7
Configuring the Gateway User Interface	7
Configuring Primavera Gateway Settings	7
Adding an Application Deployment Connection	8
Supported Business Flows	9
Exporting Project Data from P6 EPPM	9
Importing Project Data to P6 EPPM	10
Supported Field Mapping Templates	12
Transferring Data Between Applications: Example	15
For More Information	17
Where to Get Documentation.....	17
Where to Get Training.....	20
Where to Get Support.....	21
Documentation Accessibility	22
Legal Notices	23

Overview

Primavera Gateway is an application that facilitates sharing and synchronizing project, activity, and other data between Primavera applications and enterprise applications. By using providers, which are used as a channel to connect with the corresponding software application, Primavera Gateway enables you to combine management and scheduling functionality of Primavera applications with other enterprise software. Providers can reside on either side of a data flow connecting a source application with a destination application.

Download the following providers to integrate using Primavera Gateway:

- ▶ Oracle Value Chain Planning provider (VCP)
The VCP provider enables you to share data from Oracle Value Chain Planning application. Primavera Gateway supports Oracle Value Chain Planning integration with the P6 provider.
- ▶ P6 Provider
The P6 provider enables you to share data from the P6 EPPM application.

Integrating Oracle Value Chain Planning with P6 EPPM enables sharing Demand and Supply Project data related to Items, Assignments and Tasks. Primavera Gateway facilitates the data integration process.

IT professionals or administration personnel who are responsible for setting up the Primavera Gateway and scheduling jobs and synchronizations within your organization should use this guide. This guide describes how to setup the integration environment to enable data exchange between Oracle Value Chain Planning and P6 EPPM.

Setting Up the Integration Environment

In This Section

Integration Prerequisites.....	7
Configuring the Gateway User Interface	7
Transferring Data Between Applications: Example	15

Integration Prerequisites

To set up an environment for data exchange through Primavera Gateway, download, install and configure the following applications:

- ▶ E-Business Suite
- ▶ Value Chain Planning
- ▶ P6 EPPM
- ▶ P6 Adapter
- ▶ Primavera Gateway and selecting the P6, EBS, and VCP providers.

Note: Data must be exchanged first between EBS and P6 providers, and then exchanged between P6 and VCP providers.

For detailed installation instructions, see the Installation and Configuration guide for each product. For specific supported software versions, see the *Tested Configurations* document for each application.

Configuring the Gateway User Interface


This section describes how to configure the Gateway user interface to exchange data between VCP and P6.

Configuring Primavera Gateway Settings

Use the Settings dialog box to configure Primavera Gateway settings such as the Help location or whether to create new code values during synchronization. The settings available in this dialog box may vary depending on the specific providers Primavera Gateway is currently using.

The following settings must be configured for a Primavera Gateway deployment.

To configure the settings:

- 1) Select  **Settings** and select **Settings**.
- 2) Update the settings as necessary and select **Save** when finished.

On the **General** tab:

- ▶ **Help URL:** The Oracle Technology Network (OTN) Help location is http://docs.oracle.com/cd/E54922_01/help/en/index.html. The Help URL field defaults to the OTN Help if you selected to use the OTN Help during install. The local Help location is <http://<hostname>:<port>/gatewayhelp>. The Help URL field defaults to the local Help location if you installed the local Help during install.
- ▶ **Create new resource code values during synchronization to P6:** Select this option to enable the creation of new resource code values in the P6 EPPM resource code dictionary if these values do not already exist.
- ▶ **Create new project code values during synchronization to P6:** Select this option to enable the creation of new project code values in the P6 EPPM project code dictionary if these values do not already exist.
- ▶ **Create new activity code values during synchronization to P6:** Select this option to enable the creation of new activity code values in the P6 EPPM activity code dictionary if these values do not already exist.
- ▶ **Update activity resource assignments when assigned UDF values match:** Enter the UDF code value that is assigned to resource assignments which you want to update during a synchronization. Use this to update the resource assignment with the matching UDF value when the assignment exists multiple times on an activity.
- ▶ **Maximum number of job logs to display:** Enter a value to control the number of logs displayed on the Monitoring page.
- ▶ **Maximum wait time for the summarizer to complete (in seconds):** Enter the amount of time in seconds to wait for the summarizer to complete before a warning is given.
- ▶ **Maximum concurrent jobs in a node:** Enter the maximum number of jobs that can be set at each node.

On the **Mail Configuration** tab:

- ▶ **SMTP Server:** Enter the SMTP server address of your email server.
- ▶ **Port Number:** Enter the port number of your email server.
- ▶ **Email Security:** Select the applicable email security type.
- ▶ **Email Address:** Enter the email address for the user who set up Primavera Gateway.
- ▶ **Authorized User:** Enter the user name for this email account.
- ▶ **Password:** Enter the password for the authorized user.
- ▶ **Bounce Email Address:** Enter an alternate email address to be used if mail fails to be delivered to the first email address.

Adding an Application Deployment Connection

To move data between applications, you must first add application deployment connections for Value Chain Planning, E-Business Suite, and P6 EPPM so Primavera Gateway knows where to get and send information.

Data must be exchanged first between EBS and P6 providers, and then exchanged between EBS and VCP providers.

To add an application deployment connection you must specify the **Endpoint** URL for each application:

- 1) Login to Primavera Gateway with administration credentials.

- 2) Select **Configuration**.
- 3) Select **Deployments**.
- 4) Select **Add**.
- 5) Follow the steps in the **Add Deployment** wizard to name the deployment and set its parameters. Select **Save**.

Supported Business Flows

This section describes the business flows supported in Primavera Gateway for data integration between Oracle Value Chain Planning and P6 EPPM.

Exporting Project Data from P6 EPPM

To export project data from P6 to VCP, you can use the following default templates in the Gateway user interface. You can also create your own if these templates don't fit your needs.

Default Business Flow

Use the **Export Demand Flow from P6 to VCP** business flow to import objects into P6 using the following field mapping templates:

- ▶ Export Project object using the field mapping template, Demand Mapping for Project from P6 to VCP"
- ▶ Export Activity object using the field mapping template, Demand Mapping for Activity from P6 to VCP
- ▶ Export WBS object using the field mapping template, Demand Mapping for WBS from P6 to VCP
- ▶ Export Resource Assignment object using the field mapping template, Demand Mapping for Resource Assignment from P6 to VCP

Default Source Application Parameters

The following source parameters are available by default. Users with the Gateway administrator, role can access and view all hidden parameters. You can also change these settings.

Note: Unless specified in parentheses, all parameters listed below are hidden from a non-administration user.

- ▶ **P6 Filter** (Required)
Use this setting to specify the object, fields, and values to be exported from P6 EPPM
- ▶ **Spread Period Type**
Use this setting to select the default spread period type to be exported P6 EPPM. Options include, Week, Month, Day, and Financial Period.
- ▶ **Baseline IDs**
Use this setting to specify multiple baseline IDs to be exported from P6 EPPM as comma-separated values.
- ▶ **Summarize project(s) before synchronization?**

Use this setting to determine whether to summarize the projects before synchronizing the data from P6 EPPM.

- ▶ **Synchronize WBS Hierarchy**

Use this setting to select WBS Hierarchy from the list which needs to be synchronized from P6 EPPM. Options include: Complete, Partial, and Levels.

Default Destination Application Parameters

The following destination application parameters are available by default. Users with the Gateway administrator role can access and view all hidden parameters. You can also change these settings.

Note: Unless specified in parentheses, all parameters listed below are hidden from a non-administration user.

- ▶ **VCP Master Demand Schedule Name** (Required)

Use this setting to specify the name of the demand schedule under which all the P6 demands will be contained

- ▶ **VCP Source Instance Code** (Required)

Use this setting to specify ERP Instance Code. This is a string that should be prefixed to the Organization name for each organization that is passed on the demand from P6 to VCP

- ▶ **User Name to Create VCP Demand** (Required)

Use this setting to specify the user name have permission to create a demand items in VCP from P6

- ▶ **Is this the last batch of records to import in VCP?** (Optional)

Use this setting to determine whether is this the last batch of records to import in VCP from P6

- ▶ **P6 Resource Assignment Selection Code** (Optional)

Use this setting to specify the Assignment code to send only the selective set of assignments from P6 to VCP

Importing Project Data to P6 EPPM

To import project data from VCP to P6, you can use the following default templates in the Gateway user interface. You can also create your own if these templates don't fit your needs.

Default Business Flow

Use the **Import Supply Flow from VCP to P6** business flow to import objects into P6 EPPM using the following field mapping templates:

- ▶ Import Project object using the field mapping template, Supply Mapping for Project from VCP to P6
- ▶ Import Activity object using the field mapping template, Supply Mapping for Activity from VCP to P6
- ▶ Import WBS object using the field mapping template, Supply Mapping for WBS from VCP to P6
- ▶ Import Resource object using the field mapping template, Supply Mapping for Resource from VCP to P6

- ▶ Import Resource Assignment object using the field mapping template, Supply Mapping for Resource Assignment from VCP to P6

Default Source Application Parameters

The following source parameters are available by default. Users with the Gateway administrator, role can access and view all hidden parameters. You can also change these settings.

Note: Unless specified in parentheses, all parameters listed below are hidden from a non-administration user.

- 1) **Project ID** (Required)
Use this setting to specify the Project ID to be imported from VCP.
- 2) **VCP Master Demand Schedule Name** (Required)
Use this setting to specify the name of the demand schedule under which all the P6 demands will be contained
- 3) **VCP Source Instance Code** (Required)
Use this setting to specify ERP Instance Code. This is a string that should be prefixed to the Organization name for each organization that is passed on the demand from P6 to VCP
- 4) **VCP Plan Name** (Required)
Use this setting to specify the VCP Plan Name to be imported from VCP.
- 5) **EBS Category Set Name** (Optional)
Use this setting to specify the Category set name to import the specific supply items from VCP.
- 6) **EBS Category Name** (Optional)
Use this setting to specify the Category name to import the specific supply items for the specific category set from VCP.
- 7) **Include Detailed Supply Feedback?** (Required)
Use this setting to determine the detailed supply feedback from VCP
- 8) **Include supply for hard pegged items only?** (Optional)
Use this setting to determine only supply for hard pegged items from VCP
- 9) **Include Supplies for Non-Primavera demand?** (Optional)
Use this setting to determine to include supplies for non primavera demand from VCP

Default Destination Application Parameters

The following destination application parameters are available by default. Users with the Gateway administrator role can access and view all hidden parameters. You can also change these settings.

Note: Unless specified in parentheses, all parameters listed below are hidden from a non-administration user.

- 1) **EPS Location** (Required)
Use this setting to define the EPS node where the projects located in P6.
- 2) **Resource Destination** (Required)

Use this setting to define the resource ID where the imported resources from VCP are to be created in P6. Enter the location in the destination provider where the resource object is to be created.

3) **Role Destination** (Required)

Enter the location in the destination provider where the resource object is to be created.

4) **Calculate Costs from Units**

5) **Auto Compute Actuals**

6) **Delete data that no longer exists in 3rd party application?**

Use this setting to determine whether data that no longer exists in a third-party application can be deleted.

7) **Schedule project(s) after synchronization?**

Use this setting to determine whether to schedule projects after a synchronization.

8) **Summarize project(s) after synchronization?**

Use this setting to determine whether to summarize projects after a synchronization

9) **Save data to P6 if there are errors**

10) **Synchronize one project at a time**

Supported Field Mapping Templates

The following tables show the field mappings supported in each field mapping template. Select the appropriate flow type, object, field mapping template, and corresponding synchronization in Primavera Gateway to share data between applications:

Supply Mapping for Project from VCP to P6

This field mapping template can be used in an **import project data** business flow to update the project object in the destination application. The following fields are mapped in each application:

From VCP	To P6
PROJECT_ID	Id

Supply Mapping for Activity from VCP to P6

This field mapping template can be used in an **import project data** business flow to create a new activity object or update the existing activity object in the destination application. The following fields are mapped in each application:

From VCP	To P6
TASK_SOURCE_VCP_ID	ObjectId

Supply Mapping for WBS from VCP to P6

This field mapping template can be used in an **import project data** business flow to create a new WBS object or update the existing WBS object in the destination application. The following fields are mapped in each application:

From VCP	To P6
	Id

Supply Mapping for Resource from VCP to P6

This field mapping template can be used in an **import project data** business flow to create a new Resource object in the destination application. The following fields are mapped in each application:

From VCP	To P6
ITEM_TYPE	ResourceType

Supply Mapping for Resource Assignment from VCP to P6

This field mapping template can be used in an **import project data** business flow to create a new Resource Assignment object or update the existing Resource Assignment object in the destination application. The following fields are mapped in each application:

From VCP	To P6
ITEM_NAME	ResourceId
ITEM_TYPE	ResourceType
ITEM_SELECTION	VCPRasSelection
DEMAND_PEGGED_AVL_DATE	VCPRasDemandPeggedAvlDate
DEMAND_PEGGED_ORDER_DATE	VCPRasDemandPeggedOrderType
DEMAND_PEGGED_ORDER_NUMBER	VCPRasDemandPeggedOrderNumber
SUPPLY_PEGGED_ORDER_NUMBER	VCPRasSupplyPeggedOrderNumber
SUPPLY_ORDER_TYPE	VCPRasSupplyOrderType
SUPPLY_ORDER_NUMBER	VCPRasSupplyOrderNumber
SUPPLY_ORDER_DATE	VCPRasSupplyOrderDate
SUPPLY_START_DATE	VCPRasSupplyStartDate
SUPPLY_ACTUAL_START_DATE	VCPRasSupplyActualStartDate
SUPPLY_SHIP_DATE	VCPRasSupplyShipDate
SUPPLY_DOCK_DATE	VCPRasSupplyDockDate
SUPPLY_DUE_DATE	VCPRasSupplyDueDate

SUPPLY_UPDATED_ARRIVAL_DATE	VCPRasSupplyUpdatedArrivalDate
SUPPLY_ITEM_ID	VCPRasSupplyItemId
SUPPLY_ITEM_NAME	VCPRasSupplyItemName
SUPPLY_ORGANIZATION	VCPRasSupplyOrganization
SUPPLY_QUANTITY	VCPRasSupplyQuantity

Demand Mapping for Project from P6 to VCP

This field mapping template can be used in an **export project data** business flow to refer the project object in the destination application. The following fields are mapped in each application:

From P6	To VCP
Id	PROJECT_NUMBER
ObjectId	PROJECT_SOURCE_VCP_ID

Demand Mapping for Activity from P6 to VCP

This field mapping template can be used in an **export project data** business flow to refer the activity object in the destination application. The following fields are mapped in each application:

From P6	To VCP
Name	TASK_NAME
ObjectId	TASK_SOURCE_VCP_ID

Demand Mapping for WBS from P6 to VCP

This field mapping template can be used in an **export project data** business flow to refer the ParentTask object in the destination application. The following fields are mapped in each application:

From P6	To VCP
ProjectObjectId	PROJECT_ID
ParentObjectId	PARENT_TASK_ID
ObjectId	PARENTTASK_SOURCE_VCP_ID

Demand Mapping for Resource Assignment from P6 to VCP

This field mapping template can be used in an **export project data** business flow to create a new Resource Assignment object and to update the existing Resource Assignment object in the destination application. The following fields are mapped in each application:

From P6	To VCP
ObjectId	IAS_SOURCE_VCP_ID
PlannedUnits	PLANNED_UNITS

PlannedStartDate	SUGGESTED_DUE_DATE
ResourceId	ITEM_NUMBER
ResourceName	ITEM_NAME
ResourceType	ITEM_TYPE
VCPRasInventoryOrgName	ITEM_INVENTORY_ORGNAME
VCPRasSelection	ITEM_SELECTION
VCPRasSelectionCode	ITEM_SELECTION_CODE

Transferring Data Between Applications: Example

This example demonstrates how to synchronize data between applications and monitor the data transfer. For more details on Primavera Gateway features and functionality, see the *Primavera Gateway Online Help*.

For this example, assume that you want to export project data from *P6 Deployment* into *VCP Deployment* using a synchronization called *Synchronize Project Data from P6 to Oracle Value Chain Planning*. Also assume that you will use the *Export Project Data from P6 to Value Chain Planning* business flow.

Prerequisites

This example assumes that the following prerequisites have been completed:

- ▶ Primavera Gateway is installed and running.
- ▶ An application deployment called EBS Deployment has been added to Primavera Gateway.
- ▶ An application deployment called *P6 Deployment* has been added to Primavera Gateway.
- ▶ An application deployment called *VCP Deployment* has been added to Primavera Gateway.
- ▶ A business flow called *Export Project Data from P6 to Oracle Value Chain Planning* has been created to define the flow of data between applications.

Move Data between Applications

- 1) After you log into Primavera Gateway, select **Synchronizations**.
- 2) Select **Add**.
- 3) In the **Add Synchronization** wizard:
 - a. Select **Export Project Data from P6 to Oracle Value Chain Planning** from the **Business Flow** list.
 - b. Select **P6 Deployment** from the **Source** list.
 - c. Select **VCP Deployment** from the **Destination** list.
 - d. Select **Next**.
 - e. Modify the synchronizations to include the correct **Project Filter**, **VCP Master Demand Schedule Name**, **VCP Source Instance Code**, and **User Name** to create the VCP Demand.
 - f. Review the parameters and select **Next**.

- g. Review the Synchronization Summary and select **Save**.
- 4) (Optional) Select the *Synchronize Project Data from P6 to Oracle Value Chain Planning* synchronization and select **Review**.
- 5) On the **Review Summary**, select a business object to review a list of fields associated with the business object.
- 6) After completing the review, select **Approve** to set up the synchronization.or select **Reject**.
- 7) Select the *Synchronize Project Data from P6 to Oracle Value Chain Planning* synchronization and select **Run**.

Monitor a Synchronization Job

After you run the synchronization, you can check to see that it is working properly by finding the synchronization on the Monitoring page.

- 1) Select **Monitoring**.
- 2) In the **Filter** lists, select **All Jobs by Type** and **Export Project Data**. The synchronization jobs will be filtered using these selections.
- 3) Select the **Job** link for **Synchronize Project Data from P6 to Oracle Value Chain Planning**.
- 4) Select **Convert from Source to Gateway format** and then select **Gateway Format**. Data for this flow step, including information if there is a failure, will display.
- 5) Select **Close**.

Edit a Synchronization Job Schedule

After monitoring the synchronization job, if you are satisfied with the synchronization, you can schedule times when the synchronization will run.

- 1) Select **Synchronizations**.
- 2) Select the **Synchronize Project Data from P6 to Oracle Value Chain Planning** synchronization and select **Edit Schedule**.
- 3) In the **Edit Schedule** wizard, schedule a date and time when the synchronization will be run:

Note: Synchronizations can also be run on demand by selecting the synchronization and selecting **Run**.

- a. Select **Weekly** from the **Frequency** list.
- b. Select **Tuesday** from the list of weekdays.
- c. Enter 03/04/2015 15:00 in the **Starts** field.
Time should be entered in a twenty-four hour format.
- d. Select the **End after occurrence(s)** option and enter 8 in the field.

Note: You can disable a preexisting schedule by clicking **Disable** in the Edit Schedule wizard. To enable a disabled schedule, click **Enable** in the Edit Schedule wizard.

- e. Select **Save**.

For More Information

In This Section

Where to Get Documentation	17
Where to Get Training	20
Where to Get Support	21
Documentation Accessibility	22

Where to Get Documentation

Complete documentation libraries for Primavera Gateway releases are available on the Oracle Technology Network (OTN) at:

<http://www.oracle.com/technetwork/documentation/default-1923957.html>

From this location you can either view libraries online or download them to have local copies. We recommend viewing them from OTN to ensure you always access the latest versions, including critical corrections and enhancements.

Primavera Gateway is configured to access its help system on OTN. However, you can also install a local version when you install the software.

The documentation assumes a standard setup of the product, with full access rights to all features and functions.

The following table describes the core documents available for Primavera Gateway and lists the recommended readers by role.

Title	Description
<i>Gateway Help</i>	Describes how to work with Primavera Gateway and provides information to help users accomplish tasks. All users should read the Help.
<i>Gateway Developer's Guide</i>	Provides information on how third-party systems such as enterprise resource management (ERP) and enterprise asset management (EAM) systems can create their own providers in order to integrate with Primavera products. Developers of third-party providers that integrate with Primavera products via Primavera Gateway should read this book.
<i>Gateway Customization Guide</i>	Provides information on how to customize an existing third-party integration. Developers interested in customizing existing third-party


Title	Description
	providers that integrate with Primavera products via Primavera Gateway should read this book.
<i>Gateway Provider Reference Guide</i>	Provides a list of the business objects available for each supported provider. Developers of third-party providers that integrate with Primavera products via Primavera Gateway should read this book.
<i>EBS Provider Reference Guide</i>	Provides a list of the business objects available for the EBS provider. Developers of third-party providers that integrate with Primavera products via Primavera Gateway should read this book.
<i>VCP Provider Reference Guide</i>	Provides a list of the business objects available for the VCP provider. Developers of third-party providers that integrate with Primavera products via Primavera Gateway should read this book.
<i>Manual Deployment Guide</i>	Provides information on how to manually install and configure Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party or ERP system should read this guide.
<i>Gateway Installation and Configuration Guide</i>	Provides information on how to install and configure Primavera Gateway. Primavera Gateway is a product that facilitates integrations with Primavera products and third-party systems such as enterprise resource management (ERP) and enterprise asset management (EAM) systems. The Primavera Gateway network administrator/database administrator and the administrator for the third-party or ERP system should read this guide.
<i>Gateway Upgrade Guide</i>	Provides a sequence of procedures that must be completed to upgrade to a new version of Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party or ERP system should read this guide.
<i>Gateway Performance and Sizing Guide</i>	Provides hardware and software requirements for deploying Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party or ERP system should read this guide.

Title	Description
<i>Gateway Security Guide</i>	Provides guidelines on establishing a highly secure environment for all Primavera Gateway environments. The Primavera Gateway network administrator/database administrator and the administrator for the third-party or ERP system should read this guide.
<i>Gateway API Programmer's Guide</i>	Provides instructions on how to access and use Primavera Gateway REST APIs. The Primavera Gateway network administrator/database administrator and Primavera Gateway users having the Gateway Developer role should read this guide.
<i>Connecting with Instantis EnterpriseTrack</i>	Provides instructions on how to setup the integration environment for Oracle Instantis EnterpriseTrack in Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party system should read this guide.
<i>Connecting Prime and P6 EPPM</i>	Provides instructions on how to setup the integration environment between Oracle Primavera Prime and P6 Enterprise Project Portfolio Management in Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party system should read this guide.
<i>Connecting Unifier and P6 Enterprise Project Portfolio Management</i>	Provides instructions on how to setup the integration environment between Oracle Primavera Unifier and P6 Enterprise Project Portfolio Management in Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party system should read this guide.
<i>Migrating P6 Master Data Between Distinct Environments</i>	Provides instructions on how to setup the integration environment between distinct P6 deployments to transfer P6 data in Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator should read this guide.

Title	Description
<i>Connecting E-Business Suite and P6 EPPM</i>	Provides instructions on how to setup the integration environment between Oracle E-Business Suite and P6 Enterprise Project Portfolio Management in Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party system should read this guide.
<i>Connecting Value Chain Planning and P6 EPPM</i>	Provides instructions on how to setup the integration environment between Oracle Value Chain Planning and P6 Enterprise Project Portfolio Management in Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party system should read this guide.
<i>Configuring Gateway for Single Sign On</i>	Provides instructions on how to configure Oracle Access Manager (OAM) and then enable Single Sign On for Primavera Gateway. The Primavera Gateway network administrator/database administrator should read this guide.
<i>Gateway Licensing Information User Manual</i>	Lists licensing information of all third-party software that is used or associated with the Oracle software program.
<i>Tested Configurations</i>	Lists the configurations that have been tested and verified to work with Primavera Gateway. The Primavera Gateway network administrator/database administrator and the administrator for the third-party or ERP system should read this guide.

Distributing Information to the Team

You can copy the online documentation to a network drive for access by project participants. Each team member can then view or print those portions that specifically relate to his or her role in the organization.

Throughout this documentation, the Security Guidance icon  helps you to quickly identify security-related content to consider during the installation and configuration process.

Where to Get Training

To access comprehensive training for all Primavera products, go to:

<http://education.oracle.com>

Oracle Learning Library

The Oracle Learning Library (OLL) provides online learning content covering Primavera products. Content includes videos, tutorials, articles, demos, step-by-step instructions to accomplish specific tasks, and self-paced interactive learning modules.

To access the learning library's Primavera content, go to:

<http://www.oracle.com/goto/oll>

Where to Get Support

If you have a question about using Oracle products that you or your network administrator cannot resolve with information in the documentation or help, click <http://support.oracle.com/>. This page provides the latest information on contacting Oracle Global Customer Support, knowledge articles, and the support renewals process. For more information about working with Support, visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=888813.2> to view Support Tools & Tips.

Access to Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/us/support/contact-068555.html> or visit <http://www.oracle.com/us/corporate/accessibility/support/index.html> if you are hearing impaired.

Using Primavera's Support Resource Centers

Primavera's Support Resource Center provides links to important support and product information. Primavera's Product Information Centers (PICs) organize documents found on My Oracle Support (MOS), providing quick access to product and version specific information such as important knowledge documents, Release Value Propositions, and Oracle University training. PICs also offer documentation on Lifetime Management, from planning to installs, upgrades, and maintenance.

Visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=1486951.1> to access links to all of the current PICs.

PICs also provide access to:

- ▶ **Communities** are moderated by Oracle providing a place for collaboration among industry peers to share best practices.
- ▶ **News** from our development and strategy groups.
- ▶ **Education** contains a list of available Primavera product trainings through Oracle University. The Oracle Advisor Webcast program brings interactive expertise straight to the desktop using Oracle Web Conferencing technology. This capability brings you and Oracle experts together to access information about support services, products, technologies, best practices, and more.

For more information about working with Support, visit <https://support.oracle.com/epmos/faces/DocumentDisplay?id=888813.2>.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Legal Notices

Oracle Primavera Connecting Value Chain Planning and P6 EPPM

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